

## REMARKS

In accordance with the foregoing, claims 1, 2 and 7 have been amended. Claims 1-9 are pending and under consideration.

The rejections under 35 U.S.C. § 103 are now discussed. Using independent claim 1 as an example, this claim recites the working section to control the interpretation module according to an input from the interpretation scenario management section. Thus, there is an input from the interpretation scenario management section (of the main control module) to the working section (of the CTI control module), which then controls the interpretation module. These features are illustrated, for example, in present Fig. 5.

In contrast, Nagai teaches a PBX/ACD control program 309, a system execution management program 317, and an ASR processing board 308, respectively relied upon as corresponding to the claimed CTI control module, main control module and interpretation module. However, there is no teaching that the PBX/ACD controls the ASR processing board. Instead the IVR program 310 sends the transmission message to the ASR processing board 308. Nagai, col. 21, ln. 22-26.

The remaining references do not overcome these deficiencies.

Accordingly, withdrawal of the rejections is requested.

There being no further outstanding objections or rejections, it is submitted that the application is in condition for allowance. An early action to that effect is courteously solicited.

Finally, if there are any formal matters remaining after this response, the Examiner is requested to telephone the undersigned to attend to these matters.

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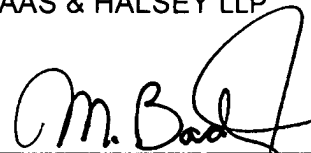
If there are any additional fees associated with filing of this Amendment, please charge the same to our Deposit Account No. 19-3935:

Respectfully submitted,

STAAS & HALSEY LLP

Date: 12-28-09

By:



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